

NEWS RELEASE

Office of Attorney General Terry Goddard



STATE OF ARIZONA
DEPARTMENT OF LAW
1275 W. Washington Street
Phoenix, Arizona 85007-2926

CONTACT:
Dianna Jennings
PRESS OFFICE
Phone: (602)-542-8019

FOR IMMEDIATE RELEASE

SCAM ALERT

(Phoenix, AZ—June 24, 2003) Arizona Attorney General Terry Goddard is warning Arizona residents of a scam in which consumers receive fraudulent e-mails attempting to obtain personal information.

Residents throughout the states are receiving e-mail messages with a subject line "Best Buy Order Fraud Alert." The e-mail states that there has been an on-line purchase with the e-mail recipient's personal credit card. The e-mail requests cooperation "in our effort to deter fraudulent transactions," and further requests the recipient to provide the "correct information" in an effort to "avoid any unauthorized charges to your credit card."

"This is just another way for unscrupulous individuals or businesses to obtain your personal information," said Goddard. "Remember, when you are responding to an e-mail such as this, you should never give your personal information. Best Buy is aware of this fraudulent e-mail and is working with authorities to resolve this matter. For more information, please visit www.bestbuy.com and click on E-mail Hoax Update in the upper portion of Best Buy's home page."

If you ever receive an e-mail requesting your personal information, verify any request by contacting the business and speaking with a representative.

If you feel you have been a victim of this hoax, immediately:

1. Contact your credit card company
2. Call the credit bureaus – see www.ag.state.az.us/cybercrime/idtheft.html
3. Contact the Federal Trade Commission at www.consumer.gov/idtheft or call 1-877-ID-THEFT (1-877-438-4338)